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**From:** Wisnauckas, Thomas M NAE [Thomas.M.Wisnauckas@usace.army.mil]  
**Sent:** Friday, February 20, 2009 8:57 AM  
**To:** Williams, Catrice (DTC)  
**Subject:** Western Mass Verizon Issues

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Secretary Williams: Thank you for your concern in regards to Verizon's service out here in Western Massachusetts. Actually I'm amazed that anyone is concerned about Western Mass. Anyway we've had a couple of issues with Verizon both with phones and DSL. First the phones: Scratchiness, and cutting out. Ourselves and several friends out here in Worthington have had problems with these symptoms. A Verizon technician came out last summer to repair our land line and his comment was that the lines and equipment out here are pretty old.

Second DSL: Recently we had problems with our Verizon DSL, and after contacting Verizon several times over a three week period in which Verizon said the problem was in our computer, it was discovered that the problem was interference in the lines. A Verizon technician then came out and made the repair.

Let me add that the Verizon technicians did an admirable job in the aftermath of our December ice storm. The techs also have done a good job in our other repairs.

I realize that the number of phone lines per mile is on the low side in our end of the state and we might not be on top of Verizons to do list, but they are a public utility and we should have the same equipment as other parts of the state.

Again thank you for your concern in this matter.

Sincerely,  
Tom Wisnauckas  
P.O. Box 642  
Worthington, MA 01098  
H-413-238-0296  
W-413-667-3656